

CENTRAL SURGERY PATIENT SURVEY 2013

Our 2013 patient survey was sent to 1000 randomly selected patients aged over 14 years in November 2013. From which we received 350 responses. Part of this survey allows patients to add their own free text comments. All of these comments are listed below as they were written. They have not been modified from their existing form.

As always we are grateful to everyone who has taken the time to complete the survey and give us their views. It is only by you giving us your feedback that we can improve the service we offer.

As a consequence of the 2011 and 2012 surveys the following changes have been introduced:-

YOU SAID	WE DID
There are not enough Doctors available." & "There are too many Locum Doctors."	We have employed two new Doctors.
"I am concerned at the lack of information sent to a patient, when changes are made."	We now create a quarterly newsletter, which you can pick up from both surgeries and the local chemists, that contains all up to date information.
"I would like to ring Goxhill Surgery direct for appointments."	We have released Goxhill Surgery's telephone number, so that patients' can phone there directly on 01469 532617.
"It can be difficult to access the Surgery when you are with a pushchair or you are disabled."	We have fitted an automatic door to enable easier access into the Surgery.
"It can take up to an hour before someone answers the telephone at 8.00am."	We have changed our Goxhill opening times to 8.00am, so that Patients wanting to attend the Goxhill surgery can now ring there directly, in order to utilise the phone lines more efficiently. We have also doubled the number of staff answering calls at 8am.
"I do not wish to have to walk past others to put my prescription in the repeat box."	We have re-located our prescription box so that is next to the front desk in Reception, there is also another box for prescriptions opposite the check in machine just through the main door.
"I would prefer an easier way to order my prescription, which will not coincide with my working times."	We have created an on-line prescription service, where you can send a request form via our website: www.centralsurgery-barton.co.uk/repeat.asp
"Please re-consider opening the Ulceby Surgery."	The Ulceby Surgery is now available for appointments on a Tuesday afternoon between 2 and 4pm.
"Please publish the flu clinic dates on the website"	We now update our News and Notices section on the website to include the Flu Clinic dates; we will continue to do this each year.
"I would prefer a more confidential way to hand my sample in, rather than giving it to the receptionist"	Patients are now able to place their sample through the letterbox located on the 'Treatment Room 2' door. It is essential that patient name and D.O.B are attached to any samples given.

In previous surveys we have always tried to answer each comment with our own response. However as it is apparent that there are many recurring themes from those comments, we have decided to respond to many of them here and have only given comments to the other responses where these are unique or varied from the usual comments.

ON-LINE BOOKING

Many patients told us they are unaware of on-line booking. You can register for on-line services which includes ordering of repeat prescriptions by calling in at reception and asking to register for on-line services. You will need to bring photographic proof of identity with you.

At present we open a limited number of appointments at 7am each morning for use on line.

SATURDAY MORNING AND EVENING SURGERIES

Many patients comment that they would like us to open later in the evening or on a Saturday morning. Currently the contract the NHS holds with family doctors is from 8am until 6.30pm on weekdays. Many practices both locally and nationally do not start seeing patients until 8.30 in the morning whereas we do offer 8am appointments.

If, or indeed when, the Government change these contracted hours we will review the provision of our services and opening times accordingly.

Out-of-Hours services are no longer the responsibility of the surgery.

FORWARD BOOKING

Generally speaking the practice does not operate a system of forward booking. There are two reasons why we have taken this decision. First, the further in advance we allow patients to book, the more patients fail to keep their appointment. Secondly, when we did have forward booking in place, some of our doctors were booked solidly for up to four weeks in advance. This led to complaints from some, that they were unable to get to see their doctor for, what was for many, an unacceptable length of time. Whilst we do understand the frustrations of having to telephone on the day, we feel this offers the best compromise for patients.

There are certain circumstances where we do allow forward booking. If you have seen your doctor and have been advised to come back for a review within the next four weeks the doctor will usually book this for you. Patients who require a medication review may forward book an appointment up to four weeks ahead. We will also allow elderly patients who rely on a friend or relative to bring them to the surgery to book ahead.

NEWSLETTER

There are many comments from the survey saying that patients have not received a newsletter. The newsletter is not sent out to patients' homes as it is not feasible to send this out to nearly 17000 patients. It is available to pick up at the surgery, from local pharmacies and libraries. The newsletter is also available on our website at

www.centralsurgery-barton.co.uk

SEEING "MY OWN" DOCTOR

Many of you state that you have difficulty getting to see your own doctor. Invariably in any group practice some doctors are more "popular" than others. This then creates difficulty in accessing certain doctors. We believe that patients should be able to choose who they see, but in a group practice it isn't always possible to grant this request.

GETTING THROUGH ON THE TELEPHONE

From our 2012 survey, many people told us that getting through on the phone could take half an hour the first thing in the morning. As a result we have doubled the number of staff taking calls at 8am. This has enabled us to deal with your calls much quicker such that very few people are still unable to get an answer by 8.15.

We think it is worth noting that on a Monday we receive an average 1300 phone calls and nearly 1000 per day the rest of the week. Approximately 10% of this call volume happens within the first 10 minutes of opening the surgery at 8am.

SPECIFIC APPOINTMENTS FOR PEOPLE WHO WORK

There are many comments from the patient survey requesting that some appointments be reserved for people who work. In theory this sounds like a great idea. The reality, however, is that once a system is introduced to allow patients who work to get specific appointments, there will be those patients who will claim they are working when they don't, simply to get an appointment. A practice elsewhere in North Lincolnshire tried this and found it not to deliver what was intended for working people.

RECEPTION STAFF ASK ME WHY I NEED TO SEE THE DOCTOR

We hear this quite a lot from patients who claim that the receptionists ask them why they wish to see the doctor. This is simply not true. The receptionist will never ask you why you wish to see a doctor. The receptionist may ask you if you feel that you need to be seen today, but you should not give any further information other than a yes or no answer.

If you need to make an appointment to see the nurse, the receptionist will need to make further enquiries as each of our nurses are trained in different jobs. It is therefore important that your appointment is with the right nurse otherwise your time may be wasted by seeing a nurse who is not trained in the area that you need.

Comments Included in Completed Questionnaires
<p>Q8 – The only problem is that you can't book ahead, unless you are referred to any hospital. If it is a tablet review you automatically get one. Suggestions – The Surgery cannot improve. It is a first class service.</p>
<p>Suggestions – Accessibility is very good. We did not know about the on line booking so I'm hoping we can use this facility. You are all doing a fantastic job. Thank you for your kindness and help.</p>
<p>Suggestions – Accessibility could be improved between 8.00 am and 6.30 pm. Our Central Surgery Doctors to provide out of hour care on a rota system to local patients!!!</p>
<p>Q12 – Did not know about the Rapid Access Clinic. Suggestions – Are Doctors contracted hours Monday – Friday. For school kids/teachers we need a Saturday appointment so as not to miss school.</p>
<p>Suggestions – Sometimes not being able to see the same Doctor about the same complaint means they are sometimes missed.</p>
<p>Q12 – I was not aware of this clinic!! Q13 – Didn't know about this!! Q15 – Didn't know about this website!! Q16 – Didn't know about newsletter!! Suggestions – Extend contracted hours of work. As you will see I wasn't aware of changes made, or initiatives taken – poor communications?? I would like it to be easier for working people to see a Doctor. I leave for work before 7 am and don't get home before 6 pm – almost impossible to book an appointment, or get to see a Doctor without taking time off work!</p>
<p>Q9 – Some Doctors are VERY good. Others I don't like and will not see. Q10 – I trust most, but some make me feel uncomfortable. Q13 – I was not told about it! Suggestions – more female Doctors.</p>
<p>Response from Central Surgery: <i>We currently have 9 doctors here at Central surgery, four of whom are female. Another female doctor will be joining us in May 2014</i></p>
<p>Suggestions – Maybe you could ring and go straight on hold instead of getting an engaged tone. With working full Mon-Fri a Sat morning service would be really helpful. When trying to get an appointment, maybe being offered appointment for the next day, or a few days in advance if not urgent.</p>
<p>Response from Central Surgery: <i>We have 8 incoming lines. Once these lines are in use, you will receive the engaged tone. Regardless of how many lines we have, it would never be enough for the first 15 minutes of each day.</i></p>
<p>Q16 – Never received it. Suggestions – Does this include Saturday morning, or only Mon-Fri? Saturday morning would be helpful. I have found making an appointment quite confusing. I do not always need to see the Doctor that day, but it seems difficult to make one for a day or two in advance.</p>
<p>Suggestions – Not realistic for people who work.</p>
<p>Suggestions – Accessibility is fine. The only problem is trying to get appointments. I have sometimes tried for days and told no appointment only to try by over the counter remedies which haven't worked.</p>
<p>Suggestions – Accessibility seems to be working fine as far as I am concerned.</p>
<p>Suggestions – In the past we were allocated our "own" Doctor. I felt more confident with the consistency of seeing the same Doctor. As there have been numerous changes of Doctors now practising at the Surgery, and as I am fortunate enough not to have to visit the surgery very often. I am now in the position of only having seen two Doctors at present serving the surgery, both on only one occasion (and of those has now left!) and I am not so comfortable with this situation.</p>
<p>Q9 – The last time I needed one. Suggestions – Thankfully I have not had reason to see a Doctor of late. My last appt was for a</p>

smear test and coil check. I was unclear if I should see a Doctor or a Nurse. The appt was prompt and the Nurse very good. The BUT in all this was the Receptionist “forgot” about me and although I was sitting in the waiting room on my own, I had to ask about the appt as I was 1 hr late being called. The explanation I got was that the Receptionist who I checked in with had gone home and not passed on the information.

Response from Central Surgery:

We are disappointed to hear that you had been “forgotten” by the receptionist. Furthermore, the response you received upon going back to receptions was somewhat uncaring for which we apologise.

Suggestions – A Doctor available at the weekends at the surgery.

Suggestions – I do realise that it is not always possible, but it would be an improvement to be able to access your own GP more often as he/she does know you, if you have to return for follow up appointments, it’s easier for both patient and GP. I would prefer the family Doctor approach, not feeling as though you are being passed from one to another.

Suggestions – Accessibility to the right appointment times for your needs will always be an issue; however, when I have seen a Doctor and need to return again I would like to see a system of allowing me to book an appointment with the same Doctor again without having to ring up and randomly try to get the same one.

Response from Central Surgery:

If the doctor says they wish to review you in less than four weeks time, the doctor will book you an appointment in advance.

Q11 – Did not know about it.

Q13 – Did not know about it.

Q15 – Did not know about it.

Q16 – Not seen it!

Q17 – Did not know about it.

Suggestions – I think our Doctors are over stretched if they have to work these hours – you need more funding for more Doctors. Times have changed and it is not as easy to get an appointment as it used to be. Perhaps that is due to more patients, although the Nurses go out of their way to accommodate when the necessity arises. Credit to them.

Suggestions – I am not sure if you still leave patients outside before opening hours – surely something else can be done, a Receptionist to just book people in to get out of the cold. When you are unwell you don’t want to be standing around in the cold. Also, luckily only once one of the Receptionists was adamant she wanted me to go to Goxhill Surgery, but I wanted Barton Surgery. I have only been to Goxhill twice and got lost each time and coming to Barton I visit all the local shops so bring trade to the area and visit friends. I think the Doctors should be very proud of the Surgery – you can only please some of the people some of the time. I sometimes wonder how people manage to make appointments weeks in advance as I once heard a lady making such an appointment? I think the best thing is constantly review procedures and keep the suggestion box going, and continue listening. Thank you for allowing me to complete this survey. I hope my comments may have helped. Bless you all.

Response from Central Surgery:

- *In our experience the earlier you open the doors, the earlier people will queue outside. If we were to open the doors from 7am, some people would then choose to queue outside from 6.30am. This is human nature, which we are unable to influence.*
- *Your comment about not being able to please everyone is completely true. Whatever system we have introduced has led to complaints from others.*

Q5 – Did not know I could book in advance.

Q15 – Have not used it.

Suggestions – It is very difficult to get an appointment to see Dr Longden on his one day at Goxhill.

Response from Central Surgery:

You may be aware that Dr Longden has now left Central Surgery.

Q8 – No appointments left.

<p>Q12 – Did not know it existed. Q13 – When appts available/not available. Q16 – Did not know existed. Suggestions – Surgery is not accessible to me as I work in Scunthorpe and cannot commute in the day, unless I am able to get an early, or late appointment. Works for prebooked, but if I am ill I can't prebook, so have to wait until sick enough to be off sick which is not good for early detection and treatment. Suggestions – Reintroduce prebooked appointments for issues related to ill health or medical concerns. In addition, the book on the day appointments, even at 8 am ish suggests that there are not enough Doctors to meet need.</p>
<p>Suggestions – Some(one) Receptionists could be a lot more customer focussed, ie cheerful. Sometimes made to feel like just a number. Why don't you ask more detailed questions about the Pharmacies. They still form part of the surgeries.</p> <p>Response from Central Surgery: <i>We are not sure what your comment about the pharmacies relates to.</i></p>
<p>Q9 – Dependent on which Doctor. Suggestions – If contracted from 8 am I would expect Doctors to be in the building at 8 am. During my last visit I witnessed a senior Doctor "stroll" in around 8.10 am with 8 am patients sat waiting. Suggestions – With regards to above comment, my 8 am appointment with the Nurse didn't start until 8.15 (hence being able to see the time for other surgeries). The nursing staff stood in the corridor discussing the National Lottery in full hearing of all sat in the waiting area. I find this neither professional, nor acceptable.</p> <p>Response from Central Surgery: <i>We don't find this a professional way to behave either</i></p>
<p>Suggestions – By having an open surgery at various times to hopefully reduce the waiting time for the duty doctor in an emergency situation. By making "ALL" patients aware of the "rapid access" booking system. Suggestions – All patients, but particularly the elderly would benefit, if after being sent for a scan, or other procedure, an appointment is made in order to inform them of the results, as soon as they become available. Currently it can take several days to obtain an appointment causing further anxiety, which is wholly unnecessary.</p> <p>Response from Central Surgery:</p> <ul style="list-style-type: none"> • <i>We previously tried open surgeries. The surgery building became so overcrowded that concerns about health and safety arose.</i> • <i>There are so many results coming in that we simply have to rely on the patient contacting us to get their results.</i>
<p>Q12 – Did not know there was one. Suggestions – To be seen when needed a Doctor on the same day.</p> <p>Response from Central Surgery: <i>If you feel your need is urgent, you will be seen by a doctor on the same day.</i></p>
<p>Q12 – I didn't know it existed. Suggestions – No problem for retired, or unemployed. Working patients might like a later evening appointment, or a Saturday morning appointment. Suggestions – The older Receptionists (2) are far more helpful and understanding than the younger ones. Perhaps more training could be given to these.</p> <p>Response from Central Surgery: <i>Customer care training is now in hand.</i></p>
<p>Q3 – That is the time I am driving to work. Q9 – Not seen often enough to decide. Q13 – Didn't know about it. Suggestions – For a non-emergency it would be easier to book several days in advance. I am travelling to work when you open and can't spend works time trying to ring. I need to be able to</p>

<p>come into the Surgery after work to make an appointment. Otherwise I have to depend on someone to do it for me.</p> <p>Suggestions – I have never been informed if I have any choice over which Doctor to see, or if I have a designated Doctor.</p>
<p>Suggestions – I've not personally had any problems with these hours.</p> <p>Suggestions – I think Treatment Room 1 does not afford 100% privacy for patients. Waiting patients sitting adjacent to this room can sometimes overhear conversations from within this Room.</p> <p>Response from Central Surgery: <i>Thank you for pointing out the confidentiality issue with Treatment Room 1</i></p>
<p>Q16 – Didn't know there was a newsletter.</p> <p>Suggestions – A warmer welcome from Reception staff at Goxhill would be more personable. Perhaps if they raise their heads and welcome you, and speak in the first few seconds I'd go there. I opt to go to Barton because one particular member of staff left me feeling embarrassed in a Reception full of patients. She has done it to me a number of times. [REDACTED] is rude.</p> <p>Response from Central Surgery: <i>We are disappointed to hear that you are unhappy with the staff at Goxhill Surgery. This will be raised with the staff concerned.</i></p>
<p>Suggestions – I often have to wait a long time after my allocated appointment time to see a Doctor (appointments frequently running late). I would like the option to book appointments a few days in advance in order to see my preferred Doctor (ie not have to ring "on the day").</p> <p>Suggestions – I did not know anything about the online services available, eg website, online booking and repeat prescriptions. I did not know there was a quarterly newsletter. Now I know about these I am very interested in using them. Quality of care depends on which Doctor is seen at the appointment. Some Doctors are excellent and thorough, whilst others are rushed and dismissive. I would be fearful if I was unable to see my preferred Doctor as I would not know if I was going to receive appropriate care.</p> <p>Response from Central Surgery: <i>Many people grumble that they are seen somewhat later than their allotted appointment time. If the doctors work to time then patient grumble that they were not given enough time to discuss their concerns. Unfortunately it is not possible to do both.</i></p>
<p>Q12 – Didn't know it existed. Not offered.</p> <p>Suggestions – Home Visits.</p> <p>Suggestions – More Doctors. For a busy town. Don't want to go to Goxhill when living in Barton.</p> <p>Response from Central Surgery: <i>What is your suggestion re Home Visits?</i></p>
<p>Q9 – My preferred GP is very good. Other GPs are poor excluding my preferred GP.</p> <p>Q10 – I have confidence in my preferred GP only.</p> <p>Q12 – Not aware of its existence. Do not know what it is. How do you access? What are the criteria to be able to access?</p> <p>Suggestions – Receptionists sometimes leave you waiting ages before they attend to you.</p> <p>Suggestions – You have to be lucky to get an appointment whether you ring at 8 am or queue at 7.30 am.</p> <p>If you have a long term condition you need the continuity of seeing your preferred GP. Very difficult indeed to get this. It takes time to build up trust. Impossible when you are seeing someone different all the time.</p> <p>Some GPs are less thorough than others. Some GPs diagnose without examining you. Not good enough to be fobbed off with painkillers. It would help if I knew what days my preferred GP did NOT have clinics so I could avoid even trying to get one on those days. Maybe put this information on the website and update weekly? Will try online system next time to see how I get on with it.</p> <p>Unable to have a private conversation at Reception desk. Everyone in the queue/waiting area can hear everything you say.</p> <p>Annoying when phone rings in middle of a consultation with a GP. Ends up cutting your appointment short so they can deal with it.</p>

<p>Very satisfied with the care I get from my preferred GP. It's the getting appointments and having to see other GPs/Duty GPs etc that lets it down. Also, not being able to make advance appointments is a nuisance when you work full time and have to get time off without notice.</p>
<p>Q14 – Receptionists at Goxhill are very helpful. Suggestions – If like us who do not have a computer, it is very difficult to make an appointment early morning.</p>
<p>Q13 – Wasn't aware of online booking system. Q16 – Didn't know there was a newsletter. Q17 – Didn't know you could order prescriptions online. Patients need to be made aware of what is available to them. Suggestions – To be able to book appointments in advance.</p>
<p>Q13 – Not aware this is available. Q15 – Not aware website is available. Q16 – Not aware there is one. Q17 – Not aware this is available. Suggestions – there is often an excessively long wait and appointment time is late. An inconvenience where child care, or work is required. Suggestions – Better advertising and awareness of services like website, prescription ordering service, etc is required. More people would then use these facilities reducing the resources burden at the Surgery. I am also concerned that in some cases Doctors leave decisions on medication/advice to the patient, ie whether to take my 3 week old baby to the hospital after showing signs of meningitis. In many aspects the patient is neither trained nor in the best position to make choices.</p>
<p>Suggestions – If you start ringing for an appointment at 8 am by the time you get to speak to a Receptionist all the appointments have gone. Not everyone can queue outside for it to open to get an appointment. Not being able to make an advanced booking not everyone wants to see a Doctor the same day. Suggestions – To have a Receptionist on the desk at all times. Having to queue in the Surgery 12 deep is very annoying. Most of the time they are on the phones in the office. It doesn't make sense. Its not as if they cannot see us.</p>
<p>Suggestions – I think your system for booking in advance for prescription reviews should be altered to ringing on the day. Suggestions – Having to queue at 7.45 am in a morning for an appointment in all weathers is not good. Very rare you can get through on the phone.</p> <p>Response from Central Surgery: <i>This is the first time we have had a comment regarding someone NOT wanting to book in advance.</i></p>
<p>Q9 – Some Doctors are better than others. Q13 – Was unaware!!! Q14 – Varied. <i>(The remaining comments from this questionnaire have been removed as they may compromise the patient's confidentiality)</i></p>
<p>Q3 – Much better. Suggestions – Being retired mornings are fine.</p>
<p>Q15 – Not used. Q16 – Not seen one. Suggestions – Work Saturdays for the working man.</p>
<p>Suggestions – Seems to work quite well as it is. No concerns.</p>
<p>Suggestions – Only to say that the hours stated above are quite substantial – but would like to be reassured that Doctors are covering the hours and the relevant number are in the building – rotas, etc considered.</p> <p>Response from Central Surgery: <i>We have a complex system for managing the rota to ensure that these hours are covered.</i></p>
<p>Suggestions – There should be times allotted for people who have to go to work.</p>

Suggestions – Maybe a small corner where children could play as they get very bored and it is difficult for parents to entertain them.
Suggestions – Difficult to book late appointments. Thought these were for emergencies only?
Suggestions – Some open surgeries would ease the appointment congestion, especially for those able, or prepared to wait their turn in a queue. I feel that more GPs need to be aware of the possibilities of serious conditions lurking beneath unexplained symptoms that persist. Early diagnosis is essential for successful treatment.
Response from Central Surgery: <i>We tried open surgeries a couple of years ago on Fridays. The waiting room was so full that concerns around Health and Safety meant we had to stop doing them.</i>
Suggestions – The telephone number in the phone book relates to what? 661044 – could not get through on this number. It might be beneficial for patient and Doctor to have the same Doctor each appointment.
Response from Central Surgery: <i>Thank you for pointing out the error on the telephone book entry. This has now been notified to directory services,</i>
Suggestions – That a Doctor will always be available to do home visits.
Response from Central Surgery: <i>There is a doctor available for home visits. However, you should be aware that home visits are only considered when medically appropriate for those patients who are too infirm to get to the surgery.</i>
Suggestions – Sorry to say, I think it was better when the patients could ring up and ask to see the same Doctor every time.
Q12 – Didn't know it existed. Although a friend of mine collapsed and was unable to get a Doctor out to her home. She had to be driven to Barton then had to wait until an appointment was available. Suggestions – Saving some of the appointments instead of them all being booked by 8 am. Some of us work full time in neither Goxhill or Barton so we cannot afford to leave work to come to an appointment and then travel back to work. Some of the later appointments could be kept back until 11 am when you have a good idea if you will need to see a Doctor that day. <ol style="list-style-type: none"> 1. Didn't know there was an online prescription service. 2. Didn't know you could book online. 3. Didn't know there was a newsletter. I do not frequent the Surgery very often, probably once or twice a year and that is mainly for contraceptive advice/reissuing of prescriptions. However, I still feel a sense of foreboding when wanting to make an appointment other than for this as it is not always convenient to leave work, etc as appointments are not always given at a time to suit. Allowing people to book 24 hours in advance would be better for those who work full time and a distance away from the two Surgeries.
Response from Central Surgery: <i>In our experience when we allowed patients to book 24 hours in advance they were all booked within minutes too.</i>
Q8 – At 5 past 8 am NONE. Did same next day NONE. Q12 – Why have to wait to see your GP? If you have more GPs maybe we will get a better service. I don't care who I see. Q14 – Who do they think they are? Q16 – Not had one. Suggestions – Open later and on Saturday mornings may help. Suggestions – Receptionists/phones should not be so rude. It's a GP I need to see NOT THEM so why ask me what's wrong? If I want Barton to know then I would say – you walk in and people heard what FO House staff are saying. They should NOT ask what's WRONG its NOT their job, but they seem to think it is? When you do see a GP they are caring. I LOVE the Locum Doctors they spend more time with you.
Q1 – Fairly satisfied with some Doctors. Not all. Q9 – Only some Doctors. Not all. Suggestions – When I ring for an appointment I wish to be seen at Barton. Not be transferred to

Goxhill when I don't live there. Would be nice to have a water machine in the Surgery, and Goxhill Surgery waiting room is too small, and the Reception is not very confidential.

Response from Central Surgery:

We now have a radio playing in the waiting room at Goxhill Surgery in order to give some privacy from telephone conversations.

Q12 – I didn't even know that there was a Rapid Access clinic available.

Suggestions – To make sure that the people they see are genuinely ill. You wait ages in the waiting room. They should have an egg timer with each person they see. You know if someone is saying BS just to get off work. I think that I would be good if older people went to a separate Surgery that way kids who are really ill can see their Doctor.

I think that you could improve by having some apprenticeships going on. Let get some of the strain off the Doctors. I mean do let them practice, but let them watch and to deal with the older people. That way it free up the Doctors for really ill children and the young people.

Response from Central Surgery:

We do not find this comment acceptable. All patients have the right to be treated equally regardless of their age etc.

Q4 – Have a 'flu jab.

Suggestions –

1. Getting an appointment when you ring after 8 am you often find all of the appointment times have already been booked.

2. I have been told that people wait outside the Surgery till it is open and they book appointments at the desk immediately which means that people ringing in are at a disadvantage.

This questionnaire is very vague and makes it hard to answer.

Response from Central Surgery:

We would welcome your suggestions on how we could improve the questionnaire in future.

Suggestions – Be better if you could pre book an appointment as when working shifts it is hard to make one.

Q9 – They vary. Very good Dr Wellings.

Q10 – They vary.

Q11 – Not known of it.

Q12 – What is it.

Q13 – Not known of it.

Q15 – No access.

Q16 – Not known of it.

Suggestions – Not at all for the Villages. First bus from where I live is 9.30 am. Last bus back is 4.00 pm. We can't plan to be ill within these hours.

Suggestions – Home visits more readily available for the elderly. My neighbour was refused a home visit recently and she died before the ambulance got there. Doctors visited the sick when I was young. Now they are expected to drag themselves to the Surgery, even when they are dying. It was better 50 years ago. When I was younger we could often cure ourselves with things from the Chemist. These old remedies worked VERY WELL. They have vanished.

Re question 1 – I am fairly dissatisfied because we no longer have a Surgery in Barrow, and I have no personal transport. Try standing waiting for a bus in the rain and cold when you feel ill.

Response from Central Surgery:

The old Barrow surgery was rented and in a very poor state of disrepair. This along with our old surgeries in New Holland and Goxhill were no longer fit for modern day medicine.

Suggestions – Getting an appointment. You are not allowed to prebook, but all the appointments for that day are gone when you phone at 0800 hrs. The Receptionists at Goxhill are totally abusive and unhelpful. When you ask for any sort of help the only way round it is to phone Barton. For the most part they are cheerful and helpful.

Response from Central Surgery:

We will look at how we can improve things at our Goxhill Surgery.

<p>Suggestions – Cost of and ability to obtain a private prescription from dispensary elsewhere. (Cost at Barton ridiculously high. Finished seeing a Pharmacist for the issue and dispensing of prescription).</p> <p>Gave impression the Surgery would only assist if prescription was dispensed with them.</p> <p>Response from Central Surgery: <i>Private Prescriptions are by their very nature “private” and not NHS. This is why you pay for that service.</i></p>
<p>Suggestions – The only problem is seeing a Doctor. I give up sometimes and suffer in silence. My Doctor (D Wellings) a very popular chap, is nearly impossible every time I want him. I have moved to Barrow now, so contact Goxhill. Still not possible. This is my only grief!</p>
<p>Suggestions – I don't think you could if the Surgery was open 24 hours a day. It still wouldn't be enough for some.</p> <p>It's the best and the Doctors do more than their best to help.</p> <p>Response from Central Surgery: <i>Thank you for your realistic comments.</i></p>
<p>Q12 – Was not aware there was a Rapid Access Clinic!</p> <p>Q13 – Again, was not aware of this service until a relative informed me! (on line booking)</p> <p>Suggestions – Appointments to run more on time. I understand that sometimes this is not possible due to emergencies etc, but almost every appointment has been late. If this was us being late for the appointment we would be told we had missed it, and to arrange another appointment. I know as this has happened before, even though I rung to inform them I may be late.</p> <p>Ensuring prescriptions are entered when telephone call made as several times I have rung and spoken to someone to reorder a prescription, been told it will be ready in a few days. Gone to the Pharmacy and it hasn't been done and been told it hasn't been reordered. This has caused inconvenience to me several times.</p>
<p>Suggestions – Some Receptionists are better than others. Sack the inefficient ones who think they own the Surgery.</p>
<p>Q13 – Didn't know it had been implemented.</p> <p>Q16 – I didn't receive this.</p>
<p>Q8 – There were no appointments left at all at only 8.10 am.</p> <p>Suggestions – Should be some available evenings and weekends. (Mini A&E).</p>
<p>Q12 – Never heard of it before now.</p> <p>Suggestions – Give people who work full time the opportunity to book appointments for after work, a few days ahead of time.</p> <p>Suggestions – Afternoon, or evening appointments should be released onto the online booking system later in the day as by the time we get to work and get online, all the appointments have been taken.</p>
<p>Suggestions – Perhaps results from tests, hospital appointments, etc to be mailed or told about over the phone.</p>
<p>Q16 – Never seen one!</p> <p>Suggestions – Make more appointments available! Have late evening surgery times – after college/work appointments.</p> <p>As above – also – more appointments available – I can <u>NEVER</u> get to see my preferred GP – on going care has no continuity!! I am not a time waster – my appointments are always necessary – I shouldn't need to explain to Receptionists!!!</p>
<p>Suggestions – Regarding question 9, Doctors range from very good to poor. I have been misdiagnosed on two occasions by two different GPs. You can understand my concerns.</p> <p>Question 14, the Receptionists – some are very helpful and others are rude and objectionable especially to older people (one in particular named ■ can be very rude).</p>
<p>Q10 – Depends on GP seen.</p> <p>Q11 – If Triage.</p> <p>Q12 – Didn't know there was a Rapid Access Clinic unless you mean the Triage system which we have used and was good.</p> <p>Q16 – Wasn't aware of it.</p> <p>Q17 – Worked OK when last used.</p>

<p>Suggestions – Review Doctors’ contracts to work different hours. 1. Open Saturdays. 2. Work shifts – millions do – I did for <u>40</u> years (for FAR less money!) Can you email your newsletter? Does everyone even know you have a website? “Infrequent” patients don’t get possibly important info. Also, not everyone is computer “savvy”. Most elderly are not still.</p>
<p>Q8 – Had to go to Goxhill. Suggestions – Have one late night surgery to accommodate workers. To be able to prebook appointments would be beneficial.</p>
<p>Suggestions – I find it very difficult to access an appointment not being able to prebook within the restraints of my working hours. I feel that information doesn’t get across to people who only visit the Surgery occasionally. I have major concerns about the out of hours service provided to have to travel over 16 miles to see a GP is unacceptable.</p> <p>Response from Central Surgery: <i>The provision of out-of-hours services is the responsibility of the North Lincolnshire Clinical Commissioning Group at Health Place, Wrawby Road Brigg DN20 8GS. You should write to them with your concerns.</i></p>
<p>Q9 – It depends who you see. Suggestions – Seeing a queue of people outside in the street does NOT create the sort of impression I would the Surgery to create. However, online booking is very good.</p>
<p>Suggestions – Make it easier to book an appointment in advance!!!</p>
<p>Q12 – I had no idea it had been implemented in the first place. When, where and how? Suggestions – Living in Goxhill I realise access is limited to a number of Doctors, but having to queue before 8 to make an appointment (in bad weather) then sitting for an hour before actually seeing the Doctor needs some thought. When a Doctor requires you to return in 6-9-12 months couldn’t this be entered on the computer for Receptionists to make appointments easier?</p> <p>Response from Central Surgery: <i>The appointment system needs to be set up on the computer manually to take into account changes to staff rotas. We therefore do not have any facility to add appointments more than 4 weeks ahead.</i></p>
<p>Q12 – Haven’t had cause to use it but sounds like a good idea. Q17 – Better when you could order at any time. Suggestions – no suggestions. Would like to see more continuity of care for chronic conditions – to be able to make appointments with the same Doctor within a reasonable time frame, eg if a Doctor says he would like to see you again in 4 weeks time to be able to prebook that appointment with the same Doctor.</p> <p>Response from Central Surgery: <i>If the doctor has recorded in your records that you should be reviewed in four weeks time, you can forward book this appointment with the same doctor.</i></p>
<p>Suggestions – Non urgent appointments when require access to specialised equipment, only available at Barton should be more readily available, eg cryo (ing). (Wife tried 3 successive days without appointment). No concerns. Keep up the good work.</p>
<p>Suggestions – Have more appointments available. Be able to ring and get an appointment. As I am a pensioner and cannot get down to the Surgery at 7.30 in the morning to queue (which is wrong).</p>
<p>Suggestions – Overall I am pleased with times, etc. Just a bit annoyed that you can only book on the telephone, or face to face at the Surgery on the day that you wish to see a Doctor. Think it would ease the amount of patients if you were to do up to 3 days booking. Recently I had a problem with the District Nurses and a Doctor with them going out to see my Grandma at the Willows who has very bad ulcers to her leg. The Nurse said she had asked a Doctor to visit as her leg was and is getting much worse (twice she asked) yet when I rang to speak to the Doctor about this, he said he hasn’t received a call? So someone is lying about this which I find upsetting as my Grandma is 87 years old and has put a lot into this country and now to be left in pain?! THIS NEEDS ADDRESSING!!</p>

<p>I will be in touch every week until something satisfactory is done; no wonder A&E departments are always full. Not hospitals and ambulance staff we need to be looking at! How about the Surgery forking out money every time they make a mistake?</p>
<p>Q3 – Most appointments have gone though. Q5 – Have not tried. Q6 – I try to understand we can't always have the time we request. Q8 – It's not often that happens to see my preferred Doctor. Q15 – Doctors don't like people looking on the internet for the medication prescribed. Suggestions – It's a good thing for people who work out of the town, and have limited time to attend the Surgery. A lot of employers don't like their employees to have time off. Doctors are humans too, so it is up to them if they can deal with it. I rang up at 8 am for a certain Doctor as he was treating me, but by 8.05 am all the appointments was booked for him. How can he be booked in such a short time? There must have been a lot of people booking online at 7 am.</p>
<p>Suggestions – Difficult to book beyond these times! No concerns or other issues.</p>
<p>Q9 – Not Locums. Had appointment – came out and had to see another Doctor – given wrong information. Q10 – Some Doctors. Q12 – Didn't know it existed! What is it? Who runs it? Times, etc? Q13 – Didn't know it existed. Q14 – Some better than others. Q15 – Don't use website. Q16 – Don't get it. Suggestions – More appointments. Book in advance. Ideal to have a late night – I work till late. Weekend appointments/dispensary. Late night appointments – even 1 night a week. Maybe pick up prescription items Saturdays. I work away all week. Late night and weekends only times I can get to Doctors or for prescription items.</p>
<p>Suggestions – Weekends surgery. No other concerns.</p>
<p>Suggestions – I currently feel I get all I need from the Surgery. However, my husband works full time and appointments to suit are not always easy to come by. I will try the online system.</p>
<p>Q13 – Didn't know. Q14 – Goxhill not so good. Q15 – Never used it. Suggestions – Prebook appointments for people who work.</p>
<p>Suggestions – It would be helpful if the Surgery open late, ie until 7.30 pm once a week.</p>
<p>Suggestions – I have tried booking online appointments on several occasions and always get the same message (there are no online appointments available in this date range). I have tried several times but to no avail. I would like the Receptionists being more helpful. How can all the Doctors be fully booked at 8.15 am when the phone lines don't open until 8.00 am. I have called in the Surgery to use the WC mid morning (I take water pills) and its been nearly empty no-one waiting to see a Doctor. Its funny when the Receptionist says they are fully booked. If you say you will go to A&E they find a vacancy. I ordered my prescription OVAR100(TEVA UK LTD) last issued 7.8.13. I cannot order it again until mid November. It ran out at the end of September so have been without it since then. It makes you feel as though medication is not needed, so why do Doctors/Nurses prescribe them? I may as well stop taking all my meds.</p> <p>Response from Central Surgery:</p> <ul style="list-style-type: none"> • <i>On-line appointments are released for book on the day each morning at 7am.</i> • <i>As we have 6 staff answering the telephones first thing in the morning and deal with around 150 calls in the first 15 minutes of each day. Therefore, it is quite possible for the appointments to be gone by 8.15am.</i>
<p>Q13 – Didn't know about it. Q15 – Not used it. Suggestions – Ability to make appointments for other days and not just the day you phone.</p>

<p>Maybe open on a Saturday for those patients who work Mon-Fri and are not able to take time off work. I appreciate it means Doctors having to work on a weekend but surely a shift rota could be introduced so they take in turns and have an alternative day off.</p> <p>Other suggestions:- could this not have been printed double sided to reduce costs?</p>
<p>Q12 – I did not know a Rapid Access Clinic existed. As far as I know you do not inform patients of changes, or additions to your service. The same applies to Q13 below.</p> <p>Suggestions – As indicated at Q12, there seems to be no method of informing patients of changes, eg Rapid Access and internet bookings.</p>
<p>Suggestions – Not having to queue at 7.30 am for appointments.</p>
<p>Q1 – Dr Longden, Welling, Macmillan, Jaggs-Fowler are excellent. Dr █████ doesn't listen and gets complicated cases wrong. Thinks he knows more than a specialist. The younger Doctors, excluding Dr Blumenthal, do not take into account serious complicated cases and use their knowledge because patients cause problems.</p> <p>Q10 – Not now Dr Longden is leaving!!</p> <p>Q13 – Was not aware!!</p> <p>Suggestions – It is a concern that the good, efficient Doctors are leaving. There are not enough experienced Doctors with the majority being younger Doctors who in my experience are pretty useless in treating chronic complicated conditions. This causes patient concern. Dr █████ has been rude. Dr █████ gave a lecture on “ █████ ”. He doesn't listen and is very hard to understand. <i>(The remainder of this comment is impossible to read).</i></p>
<p>Suggestion – make an appointment in advance.</p>
<p>Q7 – Pot luck.</p> <p>Q12 – I was told to arrive for 5 pm which I did only to find that everyone was there early and so was last to be seen.</p> <p>Suggestions – I have seen a Doctor once in 3 years. This was at a clinic. I feel at the age of 58 that it has gone back to the old way and sit and wait for 2 hours to see a Doctor you do not know. There is no wonder people go to GP units at hospitals. You cannot make an appointment with your Doctors.</p> <p>I have been a patient with Central Surgery some 10 years ago when I lived in Barrow after coming back from Cyprus where I thought was not so good. I find that it is worse in the UK. You can go into any clinic and see a Doctor for 15 Euros. I would sooner pay a small amount but see a Doctor and not wait for 2 hours. I always held the NHS in high regard and our Doctors service when I was abroad. I now find it worse, and that is seeing a Doctor once in 3 years Central Surgery is worse than it was 10 years ago when I left the area.</p>
<p>Suggestions – I have been satisfied with speedier responses to telephone requests for appointments and have seen my own preferred Doctor of choice each time. Great improvement. For me personally no improvement required.</p> <p>No concerns at this time – am retired and can attend all times within these limits stated above. However, I still have concerns for those patients who work long hours and cannot attend urgent appointments within current contracted Doctors' hours.</p>
<p>Q8 – Mobility issues.</p> <p>Q9 – Although Dr Littleford does treat me with respect.</p> <p>Q11 – Never heard of it.</p> <p>Q15 – I am registered blind.</p> <p>Q16 – Never seen it.</p> <p>Suggestions – There should be more visits available to patients in that time and to be a bit more flexible when ringing after the allocated time for making appointments.</p> <p>More home visits or follow ups because I always have to rely on my support worker and when a home visit has taken place, a follow up or talking about test results would be much appreciated as I am registered blind and disabled and therefore unable to attend an appointment at the Surgery,</p>
<p>Q3 – I use the online booking.</p> <p>Q6 – There are no appointments which I can attend during term time.</p> <p>Q9 – Some are very good. Some are very poor. It depends who you see. I cannot answer generally.</p> <p>Q10 – Some. Not all.</p> <p>Q12 – I didn't know what the Rapid Access Clinic is.</p>

<p>Suggestions – Early and late appointments could be reserved for people at work. Late appointments via online booking would be useful. (5-6.30 pm). I am unable to visit the Surgery without taking time off work. The online booking system is a huge improvement – more slots would be useful. It would be useful to know which surgeries are covered by which Doctors. Some of the Doctors have very poor spoken English skills – they are very difficult to understand.</p>
<p>Q10 – Dependent on GP seen. Suggestions – appointments available to prebook if its not urgent. Some GPs are not effective. Others are excellent. More consistency would be helpful.</p>
<p>Suggestions – Make a charge to those who don't turn up for appointments.</p> <p>Response from Central Surgery: <i>Unfortunately we are not allowed to do this.</i></p>
<p>Q12 – What is it? Q15 – Did not know website was being used? Q16 – Never seen it. Suggestions – The hours worked suit me, but I do not think they suit working people. The Surgery is excellent, but I get the impression you are on cut backs and things don't seem the same. Is it the NHS?</p>
<p>Suggestions – When using the booking screen no indication is given at which end of the Surgery to wait. I have missed an appointment by waiting at the wrong end for treatment by the Nurse. Easier for appointment for specific Doctors.</p>
<p>Suggestions – Give priority to those in full time work between 5-6.30 pm. I don't suppose this would be PC, even if it is practical. I rarely visit to the Surgery: only twice while on the list (?5 years) I find it mildly irritating when doubted, especially when making appointments and taking time off work to keep them is such a bother, but I only go for treatment when <u>truly</u> unwell and requiring treatment, eg me: "I have had very severe diarrhoea Doctor" Doctor: "How severe?" Me: "Over a week. Now I'm losing weight. I think I may need antibiotics this is more severe than anything I've had before". Doctor "We don't really give antibiotics for diarrhoea". Outcome: stool sample reveals giardia intestinalis requiring specialist anti protozoal antibiotics. I wouldn't waste a Doctor's time with "normal" diarrhoea, and Doctors are presumably trained to treat all patients as potential hypochondriacs.</p>
<p>Q13 – Absolute rubbish. You should not have to get up at 7.00 am to make an appointment. Should be able to make one 24 hours a day. Get into the 21st Century. Suggestions - Work later for people that work all day and can't get from work to the Doctors. It is absolutely ridiculous that you have to ring at 8 am to make an appointment! If you don't you won't get one and even then you are very lucky if there are any left. You should be able to ring and make an appointment in advance for any day of the week like it used to be! People who don't use the Surgery very often should take priority over the ones that are there every day. Everybody we talk to are put off with ringing for an appointment and put up with illnesses and aches and pains and in this day and age we shouldn't have to! Also, our Doctor keeps changing and never been informed by letter. I do not know who my Doctor is now.</p> <p>Response from Central Surgery:</p> <ul style="list-style-type: none"> • <i>If we allowed appointments to be booked 24 hours a day they would be gone within minutes of being made available, therefore still wouldn't be available 24/7.</i> • <i>When people could book appointments in advance many appointments were wasted because too many patients did not keep the appointment which was made for them.</i> • <i>Everyone should be treated equally regardless of how often they use the service. Why should anyone receive priority over someone else?</i> • <i>It is not practical to write personally to 17000 patients to inform them of changes.</i>
<p>Suggestions – It's always difficult to get appointments if you work full time and can only be there early or late in the day.</p>
<p>Suggestions – If an appointment is not possible it would be helpful if a qualified person (Doctor or Nurse) could be telephoned to explain the situation. The Receptionist is unable to assist in this way. The Pharmacy in Goxhill is too laid back – they talk amongst themselves about personal matters when patients are waiting at the counter and appear not to be doing their job quickly and in a professional manner.</p>

Response from Central Surgery:

If an appointment is not available you can ask the receptionist for a call back by the triage service.

Q11 – Didn't know about it.

Q13 – Didn't know about it.

Q15 – Never accessed it.

Q16 – Neither received it. Didn't know about it.

Suggestions – Think it would be good to be able to book an appointment a couple of days in advance rather than having to ring that day for an appointment.

There are quite a lot of services I didn't know about – have learned a lot from this survey. I never receive a newsletter so communication skills need to be improved!

Didn't know anything about booking online from 7 am, Rapid Access Clinic, etc.

Suggestions – Starting at 7 am as I catch the school bus at 8 am would be better and Saturday mornings as waiting till Monday can be a problem.

Suggestions – By opening on a Saturday morning people at work Monday to Friday cannot get an appointment, start phoning at 8 in a morning, phoning up to find out sorry try again tomorrow which is very hard when you are at work. Your Surgery works well for the unemployed.

Haven't seen my own Doctor for 3 years because the appointment says who I will see when I get the appointment. That is if I can get one.

Q9 – Still suffering from ailment after 7 months.

Q16 – Have not received it!

Suggestions – Majority of people may want to see Doctors for a non urgent issue, but cannot book ahead and find it hard to get an appointment around work, and then may be forced to use A&E – not a good use of resources. Having minimal staff through the day and a large number of Doctors for longer would be a plus.

As a lot of people do, I work. One of my previous appointments I had for the 1st appointment at 8 am. I was not seen until 8.40 am! Observing this I realised there is no wonder why there are delays when it comes to evening appointments. This delay at the start of the day is unacceptable.

Suggestions – Less waiting time if Doctors started at 8 am instead of being 20 minutes later before you see a Doctor.

Saturday morning service from 8.00 – 12 noon for these who can't make week days. At least 1 Doctor to do house calls throughout the week for those patients too ill to come to the Surgery.

Q17 – Didn't know about it. Had no information offered.

Suggestions – Should be able to book a Doctor's appointment in advance.

Q4 – Apart from a review, I have not needed to see anyone.

Q12 – I was not aware of the Rapid Access Clinic.

Q16 – I didn't know there was a newsletter.

Suggestions – There was a spell when I had a few issues with the Surgery, but it was 18 months ago. I had a severe rash appear suddenly so I felt I should see a Doctor but had to go to Goxhill. Patients at Goxhill were making appointments and being sent to Barton! When we moved to Barton part of our thinking was that we could walk to the Surgery.

The only appointment I have had in the past year was a medication review – no urgency but I still had to wait 6 weeks. As this is the only appointment I have needed I cannot really comment on the changes you seem to have made with your appointment system, but I would like to comment that there was plenty of room for improvement.

Suggestions – Although I think the appointment system has improved slightly, if you want an appointment that day you still have to get through by about 8.15 am or there are none left. Surely it would be good for non urgent appointments to be able to book a couple of days in advance.

Q13 – Did not know about this.

Q14 - ??

Q15 – Not used it.

Suggestions – I believe that the Surgery should stay open longer hours to improve accessibility.

Receptionist staff need to address personal development in customer service skills. I was not aware of the following:-

- Quarterly newsletter

- Online booking
- Online repeat prescription ordering
- You need to promote your services more within the local community for those who work full time
- Have neat noticeboards not notices put up everywhere (front of reception desk)

Q2 – Not my own Doc for 2 ½ years nearly now.

Q13 – Did not know about it

Q16 – Not had one

Suggestions – Being able to see my own Doctor. Plus recently I noticed on my daughter's prescription her Doctor's name change. We was not informed of this.

Suggestions – This does not suit people who work and need an appointment, but are unable to take time off for this appointment. You are not always off sick and at home when you need to see a Doctor. Weekends and up to 21 hours would suit people who work.

Suggestions – Open surgeries would be helpful without appointment. Very successful in my last N Yorks surgery.

Appointments should be made ahead for non urgent problems.

Q12 – Did not know that this existed or how it works.

Suggestions – A Doctor should be appointed for the Goxhill Surgery because often my own Doctor is not available to see me due to being at Goxhill. Perhaps residents of Goxhill/New Holland could use Goxhill Surgery freeing up the Barton Surgery for local patients.

Some of your Receptionists act like Rottweilers on the desk. They can be sharp, unhelpful and sometimes obstructive. A little more care/support when dealing with patients would help.

Being able to forward book medication reviews/future appointments when needed/told rather than having to wait until a week before and then finding the Doctor is fully booked.

Response from Central Surgery:

You can book medications reviews up to four weeks in advance.

Suggestions – I think that the accessibility at the Surgery is ok as it is. No need to change!

Suggestions – I would personally like no appointment system at all. This would mean no trying to ring in, or contact on the internet and there would be no lost appointment time. Just simply turn up, see the Receptionist and either wait to see your own Doctor, or see the first one available. If people are prepared to queue outside for up to an hour in all weathers, then surely they would be prepared to wait for an hour inside.

Suggestions – I think it is quite all right between 8 am and 6.30 pm.

Q4 – Have a urine sample tested.

Q12 – Not aware of Rapid Access Clinic.

Q13 – Did not know!

Suggestions – Generally satisfied with accessibility of Doctors. May be different for patients who work full time.

I am aware of some of the positive developments contained within questionnaire. I think you should be able to register to get regular email updates. I would want to record I have found some of the locum Doctors excellent as are the Pharmacy staff at Goxhill.

Response from Central Surgery:

We like your suggestion about regular email updates and will look into this further.

Suggestions – A Doctor on duty over the weekend would be very helpful.

Q12 – Didn't know about this change.

Q13 – Not registered yet. Will do.

Q15 – But has some things missing. The new stuff.

Q16 – But doesn't have new easy access clinic on it.

Q17 – Didn't know. I re-ordered by phone which was good.

Suggestions – If you ring in the morning and can't get in as its fully booked it would be sensible to be able to have a time given to you for the following day. Otherwise the same thing can happen again.

Could the newsletter be emailed to peoples email account instead of needing to access on the website. This would help to keep us informed more easily.

<p>The website needs a “search facility” as it is hard to find things without trawling through pages.</p> <p>Response from Central Surgery: <i>If anyone who couldn't get an appointment today were given an appointment tomorrow, there would be no appointments left tomorrow either.</i></p>
<p>Suggestions – Would it be possible to put which Doctors are on duty on the website? If I, or others have a preference to see one particular Doctor I wouldn't bother the Surgery if I knew they weren't on duty.</p> <p>Response from Central Surgery: <i>In theory this is a good idea. Unfortunately it takes 48 hours for our website administrators to action any changes.</i></p>
<p>Suggestions – The online booking is useless to us senior citizens. We do not have such facilities. Does this mean we are not going to be able to have early appointments? We do have to wait outside early now.</p> <p>Response from Central Surgery: <i>Only a limited number of appointments are available on line so you should not notice too much difference.</i></p>
<p>Q13 – N/A no computer. Suggestions – Try to keep to appointment times. Make sure that on appointment you see the same Doctor for continuous treatment by the same Doctor.</p>
<p>Q13 – Did not know about it. Q15 – Did not know there was one. Q16 – Never received it. Q17 – Not aware of this service. Suggestions – Could some Doctors work until about 8.00 pm during the week to offer appointments to those at work during day.</p>
<p>Suggestions – More Doctors on duty. Able to choose the Doctor you want to see. Keeping the same Doctors at the Surgery instead of different ones every time.</p>
<p>Q8 – Full up. Suggestions – Not having online gadgets to book early I find I cannot get an answer on phone at 8 am. Later on when we eventually get an answer there are no bookings left. Often same most days. We like to see our preferred Doctor not strangers who speak poor English we cannot understand.</p>
<p>Q12 – Don't even know about it. Suggestions – Having to make 70+ calls through from 7.58 am to get an appointment is ridiculous, then often nothing available for that day. Needs improvement. Nice that there is an online booking system. Would be nice to have known about it prior to questionnaire. Huge lack of communicating procedures for making appointments, or changes to how the Surgery operates. Once you get an appointment can't fault the Surgery, or service.</p>
<p>Suggestions – Be able to book appointments in advance so as to fit in with work commitments.</p>
<p>Suggestions – More female Doctors.</p> <p>Response from Central Surgery: <i>We currently have four female doctors. Furthermore, we have another female doctor joining us in May.</i></p>
<p>Q13 – Don't know about this one!! Suggestions – Accessibility is restricting for people who work away from the town. Routine appointments could I feel be made easier in their cases if one or two late evenings and a short surgery on a Saturday morning were available. Also, this could cover some sudden emergencies which would require a Doctor rather than a trip to A&E. I myself use the easy access check ins, but some people do not like this, ie elderly, or visually impaired then people are waiting for dealing in making appointments and prescription collections with often only one person on main reception.</p>
<p>Q12 – I didn't know it even existed until now. I was not aware that we could book from 7 am and there was a website available. I think coming from the villages we are not informed enough, unless</p>

<p>you go to Doctors regularly.</p> <p>Suggestions – There could be appointments available for people who work more flexible. Some Receptionists can be “sharp” when answering appointment calls. People who have to come to the Surgery by public transport should be able to get an appointment to coincide with it.</p>
<p>Q12 – I did not know it had been set up, or the criteria for using it.</p> <p>Q13 – Did not know about it.</p> <p>Q16 – Did not know there was one.</p> <p>Suggestions – I struggle to get an appointment as I have to leave for work at 8.10 am and I get back from work between 5.30 and 6 pm. The online booking may help with that, but this questionnaire was the first I had heard about it. There needs to be more communication on new services/improved services from the Surgery to the patients.</p> <p>I recently went on holiday to Egypt which was a late deal. I enquired with the Reception at the Surgery about getting the vaccinations. It was suggested I had. I was told to go to a specialist clinic in Scunthorpe. When I attended I was told it was a private clinic and that Barton Surgery sent people there without telling them it was private service on a regular basis. I found that to be quite rude and a little stupid as if I did catch anything on holiday Barton Central Surgery would have been my first point of call. I did not know that Barton Surgery run clinics every so often for vaccinations of this nature.</p>
<p>Q5 – Queued outside from 7.30 am.</p> <p>Suggestions – With Goxhill people using Goxhill Surgery and not expecting Barton people to go there.</p> <p>Response from Central Surgery: <i>Goxhill Surgery is staffed to cater for the anticipated demand of Goxhill and Barrow patients. Many Barrow patients continue to prefer using Barton. Hence the reason why some Barton patients are unable to get an appointment at Barton.</i></p>
<p>Suggestions – To be able to make a forward appointment if available with the Doctor of my choice.</p>
<p>Q8 – No appointments available for the time I wanted.</p> <p>Q12 – Did not know of it.</p> <p>Q14 – Which one?</p> <p>Q16 – Never seen one.</p> <p>Suggestions – Refer to Dr Kirk’s memoires!</p>
<p>Q12 – Told there were no appointments available.</p> <p>Q14 – Goxhill fairly helpful. Barton very unhelpful.</p> <p>Suggestions – More pre-bookable late (5.30-6.30) appointments.</p>
<p>Suggestions – I find the system OK. No concerns.</p>
<p>Suggestions – One morning I rang 01469 532617 to make an appointment at the Goxhill Surgery and from 8 am until 8.15 am I made 4 calls, only to be told each time that the line was busy. I then went to the Surgery and made an appointment with the Receptionist who said they had had no calls that morning and the phone was quiet during my visit.</p> <p>Either the system was not working properly, or someone was not setting it up properly.</p> <p>Response from Central Surgery: <i>From what you describe it sounds like a fault on the line.</i></p>
<p>Q13 – Did not know it existed.</p> <p>Q14 – Too noseey.</p> <p>Q15 – Did not know about website.</p> <p>Q16 – Never knew there was one.</p> <p>Suggestions – Be able to pre-book appointment night before. Ability to book appointment up to 1 week in advance so can arrange around work/family commitments.</p> <p>Trying to get past Receptionists can be a problem. They give the impression they have more knowledge than the Doctors.</p> <p>Response from Central Surgery: <i>If a receptionist asks you why you need to see a doctor please inform the practice manager as this is contrary to practice policy.</i></p>

Suggestions – I have not had any problems, nor have I heard of anyone else having problems.
Suggestions – Increase number of Doctors/Nurses in. Ensure people/patients get in on time, or don't have to wait too long. Increase number of receptionists on front desk at 8 am to avoid long queues. Deal with queues as quickly as possible.
Q12 – Never heard of it. Suggestions – Have weekend surgeries would I think help a lot of people. Did not know about a newsletter or online booking. How are people informed of these? Not very well by the looks of things. Think that Doctors should be available at weekends. A rota system surely could be worked out. Mental Health clinics should also be brought back instead of people having to travel to Scunthorpe.
Response from Central Surgery: <i>We are not responsible for the provision of Mental Health Services. These are provided by the Rotherham, Doncaster & South Humber NHS Trust.</i>
Q16 – Not received. Suggestions – Making it easier for shift workers to gain and access appointments (pref next day or two). I currently work 12 hour shifts and cannot get an appointment most of the times. If I wasn't for my registered GP I would of left this Surgery. Personally I need to see my own GP due to ongoing health probs, etc and my GP knows everything about me. So if I need to see him why is it so difficult and Locum Doctors will not know. I now ask for my GP to ring me back. As above, shift workers cannot keep ringing constantly. Engaged for 30 mins and at 8 am for same day appts. Receptionists (certain ones need to be a little more helpful and courteous instead of being abrupt saying you have to ring back tomorrow at 8 am) after explaining I can't keep doing this at work. They "don't seem to care". There are a couple of receptionists that are very helpful and at least try to help or do get appt" but others are just blunt and say "no appts" ring back. Despite explaining maybe keep appts late or on 1 st thing to allow shift workers to gain appts. (I only knew you did online appts after a recent visit) but I don't always have access to a computer at work. I don't ring the Doctors very often, but it's a shame that people who work full time cannot have better access to appts/tests etc. My friends and colleagues at other surgeries do not seem to have probs like this Surgery. My own GP is excellent and very helpful and understanding. It's a pity the reception staff are the same and probably not asking patients in main Reception whats wrong with them, or giving test results in ear shot of members of public. I personally work for the NHS so I am aware of data protection and confidentiality.
Response from Central Surgery: <i>Following our last survey we doubled the number of people answering calls at 8am. Not since that time has the phone been "constantly engaged" for 30 minutes.</i>
Suggestions – Was not aware of online booking from 7.00 am but it would go a long way to explaining shortage of available appointments on the day. Have never seen a copy of the quarterly newsletter. Should be possible to book ahead if necessary to see same Doctor with regard to ongoing treatment.
Response from Central Surgery: <i>If the doctor wishes to review you after you have attended surgery, he/she will forward book you for this purpose.</i>
Q14 – Some but not all. Q16 – Never even seen one. Suggestions – Be able to book a semey (sic) urgent appointment with a Doctor of choice.
Suggestions – We don't receive the newsletter so we weren't aware of the improvements mentioned. Issues that have bothered me over time are:- <ul style="list-style-type: none"> • the high turnover of staff (Doctors) • lack of clarity at Central Surgery about where to wait for each Doctor (signage in the waiting area) • unable to get same day appointments

- lack of continuity (different Doctors/different advice). Always see different Doctor. (never seen my own GP, not sure who it is).

Response from Central Surgery:

There are signs in the waiting area directing patients to the appropriate waiting room.

Suggestions – The waiting time. Sometimes you are waiting half an hour after your specific time.

Response from Central Surgery:

Some patients may require longer appointments due to complex health matters. Inevitably, this will cause surgery to over run. We are sure that you would wish to be given longer if it was required.

Q11 – Not for elderly.

Q12 – Not if you can't get because of age expected to get there. We have to ask when you should no (sic) if you check the person's notes.

Q17 – No computer.

Suggestions – I think the hours are fine. If the Doctor took more time with patient and not doing paperwork inbetween appointments. Can be waiting a good 10 min after one patient leaves to you going in.

If you have more than 1 thing wrong it should be looked at without having to make another appointment. That has happened more than once.

Still waiting for a home visit for flu injection for my mum (95 years old). We shouldn't have to ring up. Thank you.

Response from Central Surgery:

If you don't call us how do we know your mother wishes to have a flu vaccination?

Suggestions – Have special appointment like first one and last one at night for people who work. The prescription service in Goxhill 3 days for medication is a long time to wait when they have most in stock!

Suggestions – Ask Doctors to increase time spent with patient to alleviate waiting times. I NEVER : see a Doctor at my booking time. Always late!

Response from Central Surgery:

If we increase the length of appointments there would be even less appointments available to book.

Suggestions – I can't!

In an ongoing situation, it would be preferable to see the same Doctor at each appointment. The patient would benefit by getting to know their Doctor and the Doctor their patient – as in the past when patients had their "own" Doctor, instead of seeing a new face each time.

Suggestions – Yes, you need to provide a sheltered, secure place for people to leave their bicycles, mobility scooters, etc when visiting the Surgery.

Suggestions – There should be an easy system to book appts ahead of the day required.

Yes – since the online prescription ordering has been altered it is difficult to order all meds at once. In particular, I am diabetic and my use of insulin is variable, and I may use more than the amount prescribed in 28 days. I then have to contact the Surgery by phone which really defeats the objective of online ordering.

I also take issue with the dictact received from Dr Blumenthal with regard to EVERYONE being told they MUST use a certain type of blood glucose meter and withdrawing prescriptions for all other types. My old meter was smaller, fast and easier to use – results are results no matter which meter is used!! How much extra is he being paid for this?

Suggestions – Surgery to be open on Saturday mornings 8-12 pm.

Q12 – Didn't know about it.

Suggestions – Should work a 7 day week.

Doctors keeping appointments on time, or explaining delays. The 8 am queue is unacceptable. Difficult to hear your name being called.

Q12 – Didn't know it existed. Never given any information.

Q16 – Did not know it existed!

Suggestions – Communication between ALL staff needs to be improved. Dispensary should NOT be making mistakes. Medication deliveries to villages could be more frequent. Days should be told to

users.
<p>Response from Central Surgery: <i>If you phone dispensary they will inform you of the delivery days. These are the same every week.</i></p>
<p>Suggestions – The Secretary/Receptionists asking about the problem when only the Doctor needs to be informed. Less waiting time.</p>
<p>Q8 – Both apply. Suggestions – Being able to prebook early or evening appointments. I work full time and struggle to get appointments to fit in around work, being able to prebook more appointments would be really helpful.</p>
<p>Q12 – I didn't know about it. Q13 – Didn't know about it either. Q16 – Never had one. Suggestions – If you could just pop down, or get a number in order to be seen – then as you went into the Doctor hang your number on the wall near his name plaque – then if you got number 30 and only number 5 was shown you could pop to shop, or something – or if you had one Doctor doing this every day. Maybe a drink vending machine, or water bottle.</p>
<p>Response from Central Surgery: <i>Drink vending machines have been suggested before. Invariably, facilities of this nature create litter and mess.</i></p>
<p>Suggestions – Being able to book ahead. Online booking and the website are of no help to elderly patients as the majority of us do not own this facility. The quarterly newsletter is very good. Please publicise where and when it is available at the relevant time. Thank you.</p>
<p>Suggestions – Have staggered lunch breaks to ensure a Doctor and Nurse are at the Surgery between 1 pm and 2 pm. Information on the GPs specialities would be helpful, eg dermatology, rheumatism, cardiology, paediatrician, minor surgery. It would be more reassuring that you were getting an appointment with the right Doctor for your ailment.</p>
<p>Response from Central Surgery: <i>There is a nurse on duty all day from 8am to 6pm</i></p>
<p>Suggestions – Allow prebooking. Getting a blood test takes too long. 2 weeks! Another week for the results.</p>
<p>Q13 – No computer. Q15 – No website. Q17 – No online. Suggestions – From 5 to 6.30 use for those who go to work.</p>
<p>Q12 – Did not know about it. Was not informed. Q13 – Didn't know about it. Q15 – Didn't know about it. Q16 – Never had one. Suggestions – When trying to make an appointment at Barton usually offered Goxhill. Not on bus route.</p>
<p>Suggestions – To be able to book appointments a couple of days in advance as not always possible to get to see a Doctor the same day due to work commitments.</p>
<p>Suggestions – Is there a Doctor(s) duty between those hours at the Surgery? A call-in service without appointment might (would) mean possible lengthy waits, but would save possible anxiety. I use the Surgery unfortunately (health wise) too much. There seems little consistency in the appointment system which seems to change regularly. Living in the low villages mean getting an appointment by telephone is problematic. Neighbours who are registered at Brigg don't seem to have the same problems.</p>
<p>Suggestions – Open longer or on a weekend so people who can't make it through the week due to</p>

<p>all appointment have gone, they can be seen. Your Receptionists not to talk about your private business in front off everybody due to them thinking they are a Doctor (they are not).</p>
<p>Suggestions – I find it difficult to get a same day appointment by phone. The easiest way for me is to queue outside the Surgery until it opens.</p>
<p>Q13 – Did not know. Q16 – Never had one. Suggestions – More information about changes, eg online booking.</p>
<p>Q12 – No idea what the Rapid Access Clinic is!!! Q13 – Didn't know about it. Q15 – Not used. Q16 – Never had one/seen one. Q17 – Didn't know you could. Suggestions – As someone who very rarely needs to use the Surgery (thankfully) for either myself, or children, I do not have any reason to want access improved within these times (see comments below for out of these times). However, I wasn't aware of a number of things you offer (see replies to previous questions) – therefore making these services known to people like myself would be advantageous. My partner is a lorry driver who works long hour 4/5 am to 7/8 pm. He therefore has no chance of seeing a Doctor within your specified times and this is the same for all people where their jobs are not the run of the mill 9-5. To see a Doctor he would have to take time off work (which in an emergency he will) but in this day and age one can't afford to do this. Improvements need to be made to offer consultations outside of the normal 8-6.30 pm, be it late nights or weekends.</p>
<p>Q12 – Did not know about this service. Suggestions – Online booking from 7 am must surely put patients who have not got access to online at a disadvantage as this allows 1 hour to book before patients can phone for appointments at 8 am, particularly the elderly. Did not know about the quarterly newsletter or where to obtain 1.</p>
<p>Suggestions – Allow booking an appointment within these times and booking ahead a day or two if they cannot see you that day. Also this gives the opportunity for me to see my own Doctor. The automatic door is not functioning quickly enough and with patients and wheelchair access who have rheumatology issues it is a strain and painful to open manually. Online booking is not available??? More privacy at Reception. Can be embarrassing in a queue. Other than these small issues, I'm happy. Thanks!</p> <p>Response from Central Surgery: <i>On-line booking most definitely is available. The appointments for the same day are available on-line at 7am each morning.</i></p>
<p>Suggestions – Living in South Ferriby and no means of transport, not being able to make an appointment as I have to rely on family who work, or get a taxi at a cost of £12.</p>
<p>Suggestions – Should have late night clinics for people who cannot get in at 8 am to 6.30 pm.</p>
<p>Q12 – N/A Suggestions – No opinion because I rarely use the Surgery. It has been OK when I have needed to see anyone. No concerns or issues.</p>
<p>Suggestions – I do not know as I am unable to visit the Surgery. I am happy with the treatment the Doctors have given me as I have had home visits this year, and medication delivered from the Goxhill Pharmacy on the same day. Very pleased.</p>
<p>Suggestions – I am deaf and can't use the phone to make appointments or enquiries. As I live in one of the villages this means that I have to drive into Barton to do these routine things face to face. Would it be possible to do more via email and to extend the scope of the online appointment booking and maybe to install a textphone.</p>
<p>Q9 – My Doctor is good. Not seen others. Q13 – Was not aware. Q15 – Was not aware of this!</p>

<p>Q16 – Not received one!</p> <p>Q17 – I use box in Reception. Very good idea.</p> <p>Suggestions – No suggestions. Appointment system “as is” seems to work well with minor delays sometimes which due to demand can’t be avoided I suppose.</p> <p>I would like advice as to what to do in an emergency situation at weekends, or overnight. What replaces the old style “Doctor on out of hours duty”.</p> <p>By “emergency” I mean a serious situation, causing concern which in my opinion shouldn’t wait until morning (or after weekend).</p> <p>Could a telephone number be given to allow a duty Doctor to be contacted for advice?</p> <p>Response from Central Surgery: <i>If you require medical attention when the surgery is closed you should dial 111 from any telephone handset.</i></p>
<p>Q15 – Not used.</p> <p>Q16 – Not received it.</p> <p>Suggestions – None – engagement with Doctors seen has been excellent.</p> <p>Calling to get an appointment is tortuous. Only able to book appointments same day and getting through on the phone is extremely frustrating. While some Reception staff are pleasant and amenable, others are typically curt and unhelpful. Often (in my experience) I, along with others are left waiting.</p>
<p>Suggestions – I think they do a good job to see everybody in the time they do.</p> <p>We do not have a computer so we cannot access your website.</p>
<p>Suggestions – Every patients need is the most important to themselves. Every patient needs to obtain a Doctor, Nurse within 24-48 hours! Emergency same day. A Receptionist should refer to the Doctor on the urgency of the patient’s call. A Receptionist should only be qualified to make an appointment. Nothing else!</p> <p>Doctors should work a 2 tier appointment system so the clinic is available up to 9 pm 6 days a week. Doctors should work in shifts enabling working, business people to make appointments and be seen through the evening.</p> <p>Junior Doctors should be introduced into private clinics and health centres to learn practical and help with shifts and workload. The government should fund the NHS.</p>
<p>Suggestions – I would like to be able to see a Doctor on a Saturday morning. Surely a rota of Doctors to do this would be possible?</p>
<p>Q12 – Not been told about this service. Also same for Q13. Q16 never had a newsletter.</p> <p>Suggestions – would be helpful if you could get an appointment to see which Doctor you want on what day you want. 2 of the Doctors didn’t even look up from the computer screen when I spoke to them, only 1 good Doctor in this practice, Dr Rauf. Very helpful, caring and above all listens to patient. If I could go back to my old practice I would only its across the River.</p> <p>Getting appointments changed. See which Doctor you want. From a Doctor I would like someone who listens, looks at you when you speak and cares. I don’t want to be a number!!</p>
<p>Suggestions – Although not directly expecting Central Surgery alone to provide I feel the provision of weekend emergency cover should be provided in a town the size of Barton including its surrounding area.</p>
<p>Q3 – Have only visited Surgery once.</p> <p>Suggestions – I have only had to contact the Surgery once and accessibility was straightforward. No concerns.</p>
<p>Q13 – I have no computer.</p> <p>Q15 – I have no computer.</p> <p><u>Suggestions – I think you are all jolly, kind, patient and efficient.</u></p>
<p>Suggestions – To be able to make an appointment in advance and not just for the same day.</p> <p>If a patient does not turn up for an appointment and have not contacted the Surgery to cancel it, then they should only be allowed to book on the day. Patients should be able to make an appointment in advance if they have a good attendance record.</p> <p>Response from Central Surgery: <i>If a patient makes an appointment and then does not keep it on two occasions they will receive a letter from the practice manager. If this happens on a third occasion the patient is removed from our list.</i></p>

<p>Q5 – I don't believe in miracles. Q14 – Fairly helpful with 1 exception. Suggestions – It is almost impossible to obtain same day appointment unless well enough to queue outside before 8 am. My last try on contact at 8.30 approx all slots were already full. (They could not have all been filled in 30 minutes).</p> <p>Response from Central Surgery: <i>We now have six members of staff answering telephones first thing in the morning. Each phone call for an appointment lasts an average 30 seconds. Doing the maths will show you that we can handle 180 phone calls in 15 minutes.</i></p>
<p>Q11 – No idea what this is ? No communication. Q13 – Again, didn't know this is available. Q15 – Unaware. Q16 – Didn't know about it. Q17 – Didn't know it has changed. Unsure how to use this, but I would in theory. Suggestions –</p> <ul style="list-style-type: none"> • Allow prebooking for routine appointments, eg pill check or see a Nurse. • Some relationships to own Doctor – not sure who mine is! • Advise patients about online booking. Biggest problem has been phoning at 8 am on the day. It takes 1 hour and I can't phone when I am at work therefore am unable to see a Doctor. Unsatisfactory. • Online booking great idea. • Recently I had a call to collect a prescription. When I got there, the Doctor who told me hadn't sent it to the Pharmacy. I had to sit and wait and was actually told to go have a drive back again sometime (I don't live in Barton). • Recent care with cognitive behaviour therapy superb. Very kind and caring staff. Suited and adapted to my needs (Poiesis). • Email/test service about changes/improvements to Surgery like schools do
<p>Q13 – This anyone without a computer at a disadvantage. Q14 – Depends which one is on duty. Suggestions – My main dissatisfaction with Surgery is appointment system, ie not being able to book ahead. If you can find a future appointment for a review why not for an ailment which is more important!</p>
<p>Suggestions – Weekends would be an advantage. Very difficult to get an appointment when needed. On Mondays = always full and most days never any appointments unless a cancellation.</p>
<p>I was not aware there was an online booking, or repeat service available. Please send information. Suggestions – By allowing bookings to be made for the following day, or date the free for all of phoning at 8 am for an appointment the same day is hopeless for working people. Surely it would be better to plan the Doctors time in advance.</p>
<p>Q9 – Some are good. Others not so good. Q11 – Did not know about it. Q13 – Did not know about it. Q16 – Did not know about it. Q17 – Did not know about it. Suggestions – It would be very useful if you could see the same Doctor when you visit as it would build up a relationship, as with the family Doctors we used to have. Some of the Doctors at Central Surgery seem to spend a lot of time away from the Surgery. Medical needs are 24 hours a day not 8 am to 6.30 pm. You need to address this. A Doctor needs to be available for longer and not for half a day, and then you are put through to a Doctor that at times are miles away, and a lot of the time do not have a good command of the English making it difficult to understand.</p>
<p>Q11 – Not heard of it. Q13 – Not heard of it. Q14 – At Goxhill. Suggestions – As a retired person, I am happy with access. As a working person, I was not happy</p>

taking time off work when I needed advice from a Doctor, but was not ill.
Q16 – What newsletter. Suggestions – No need (personally) at this time. There is in my case lack of (requested) follow up to 3 rd party NHS services of which I have no contact from, ie Respiratory Rehabilitation at Scunthorpe.
Suggestions – Minor injuries surgery. GPs working out of hours. Able to see your own GP.
Suggestions – Weekend surgery. After hours contact/visit with a Doctor from the Surgery.
Q12 – Didn't know about it. Q16 – Not seen one. Suggestions – Ensure that people who do not work are seen during working hours. Whenever I try to get an appointment after work they are usually booked up. Yet on the odd occasion I have got later appointments. Other patients waiting are elderly or young children who could be seen earlier in the day.
Suggestions – Not to be told there are no appointments left at 8 am in a morning to ring at 1 pm then none left then I don't use the Surgery much, but when I need to see someone I expect to get in if not with my Doctor with another. To be able to book an appointment in advance with own Doctor. Response from Central Surgery: <i>We are not sure when you have been told to phone again at 1pm. We do not do this as we book our appointments for the day starting at 8am.</i>
Q8 – No problems. Suggestions – I HAVE NO COMPLAINTS ABOUT THE SERVICE THAT I ALWAYS GET. NO CONCERNS.
Q2 – For myself. Q12 – Was told to be at the Surgery within 15 mins with my Dad and ended up waiting for 3 hrs. Was first told he was seeing one Doctor at 3.20 then changed it to another for 3.40 without telling us until I went back to the desk after already being there since 12.45. Suggestions – lunch time appointments and evening surgery/weekends would be helpful for people working unsocial hours. Don't "bat and ball" people. If we are ill we need care. No one asks to be poorly. I always try to take care of myself and my family and self medicate when we need it, but sometimes we need a Doctor and it would be better if we could get past the Receptionists. A lot of people I know find it better to travel to Scunthorpe to the walk in centre. You get to see a Doctor when you need to.
Suggestions – Due to working and not getting to Surgery before 4.30 pm cannot get blood test done because blood cannot be kept at Barton overnight.
Suggestions – Do they stop until 6.30? A late surgery for workers 2 nights a week would be useful, or more appointments on a Saturday morning, especially just for review appointments.
Suggestions – Even if I ring for an appointment at 8 am I don't get one at a preferred time/there aren't any left for that day.
Q12 – I have not been told of any such clinic. Didn't know it was available. Suggestions – I am ok with these hours. Would be more helpful to be able to book in advance appointments as when you are at work don't have time to ring, or stand outside Surgery at 8 am.
Q6 – Sometimes. Q8 – All appointments gone again! Q13 – Much better than ringing as can't always get through. Q14 – Especially Mel. Q16 – Not seen one. Suggestions – Online booking has improved being able to get an appointment as before that I used to start ringing at 8 am. Couldn't get through and when I did finally was told all appointments had gone for that day by 8.10 am. Prebooking days/day ahead would be very useful, especially for workers who have to give notice.
Suggestions – Good as it is. No concerns.

<p>Suggestions – More hours for working people. Better appointment times.</p>
<p>Suggestions – It is not acceptable for a prescription to take up to 3 days to order!</p> <p>Response from Central Surgery: <i>Our requirement is to have a prescription ready to collect from us or at the patient's chosen pharmacy within 2 days of being ordered. How long it takes your pharmacy to dispense your medicine is out of our control.</i></p>
<p>Q12 – Have never been informed of such clinic. Suggestions – Larger premises to account for growing population. My concerns is/are:-</p> <ul style="list-style-type: none"> • Not being able to see my named Doctor • Not being able to book an appointment in advance • Lining up at 7.45 to hopefully get an appointment on that day. How ridiculous and inconvenient for people with genuine illnesses/ailments • 10 min slot not enough for patient, or GP to discuss health issues
<p>Suggestions – Need more white Doctors like there used to be. Wish Jaggs-Fowler stuck to what he trained as a Doctor. Hes never there. Trying to see your own Doctor like panning for gold. Bloody hard.</p> <p>Response from Central Surgery: <i>We don't find this comment acceptable</i></p>
<p>Q15 – No computer. Q16 – Never received one. Suggestions – When I am taken ill suddenly I expect to get an urgent appointment at Surgery. This doesn't always happen. Receptionists need to have a list of people prone to sudden (heart attacks, etc).</p> <p>Response from Central Surgery: <i>We have almost 17000 patients registered with the surgery. It would not be possible to keep a list in reception of the individual needs of all our patients.</i></p>
<p>Suggestions – Charge people for non attendance. Assess people for urgency/requirement for appointment. Would like to see later appointments ring fenced for people who work. By the time you have got to work and telephoned for an appointment they have all gone.</p> <p>Response from Central Surgery:</p> <ul style="list-style-type: none"> • <i>We are not permitted to charge for non attendance</i> • <i>We do not think it is appropriate for a receptionist to assess the urgency of a requirement for an appointment.</i>
<p>Q7 – None. Q8 – No Doctor available. Q12 – Didn't know about it. Q13 – Didn't know about it. Suggestions – Have a Doctor available at these times. I wanted to see a Doctor at 4 pm at Goxhill and was told no Doctor at Goxhill. Be able to get an appointment late in the afternoon for people that work.</p>
<p>Suggestions – When people have made an appointment and don't turn up they should be charged. Some people could be in the Doctors for up to half an hour. Its not fair on other people who are waiting and sometimes you can be waiting an hour before you get in. As above, charge people who don't turn up. If people know that they are going to be longer than 10 minutes have a different system for them so other people don't have to wait so long.</p>
<p>Q8 – I was asked to go to Goxhill. Q9 – As above. Q12 – I have not been made aware of this service. Q13 – I have not been made aware of this either. Q15 – Unaware of this facility. Q16 – Never seen one.</p>

<p>Q17 – Unaware of this facility. Suggestions – I have no idea whether this service is 5, 6 or 7 days a week. Please inform me of any updated services which I now have no idea above.</p>
<p>Q8 – N/A Q12 – N/A Suggestions – Accessibility OK between these times. Personally, would like to see a Doctor attending weekly rather than fortnightly to Ulceby. I have found Dr Jahangir who attends Ulceby very personable and efficient.</p> <p>Response from Central Surgery: <i>Put simply, there is not enough demand at Ulceby Surgery to justify a weekly surgery. This is why it has been changed to fortnightly.</i></p>
<p>Q11 – Did not know there was one. Q13 – Did not know it was available. Q15 – What website? Q16 – What newsletter Suggestions – Have clinics each morning and afternoon when you can walk in and wait. At specific times. Say 8.30 – 9.30 and 2.30 – 3.30 pm. If you are going to have a website and newsletter wouldn't it be a good idea to inform all your patients that these things exist? Especially those patients who don't visit on a regular basis.</p>
<p>Suggestions – Would be helpful if appointments could be extended and two evening surgeries a week.</p>
<p>Suggestions – You cannot improve on what is already is being done. Cannot improve on nearly perfection.</p>
<p>Q14 – A vast improvement. Suggestions – At least one Doctor to be made available during these times. On numerous occasions on my visit to the Surgery I have found the place empty! Usually mid afternoon Why? Suggestions – OK. It would be much better if you could prebook appointments. You have to ring, or be at the Surgery for 8 am to see a Doctor that day. Was much better when you could ring one day and book for a later date. Also some Doctors just fob you off with a prescription or say take Paracetamol. My relation came to see a Doctor 2 years ago, he was very ill, the Doctor told him to have Lucozade. Had to bring him back for another appointment and 2 years on is still under Doctors at the hospital. Also, Receptionists are sometimes very abrupt, some are not suitable to work with the general public.</p>
<p>Q9 – Dr Wellings – good. Q13 – Could do with more appointment availability. Q17 – Very. Suggestions – Forward booking of appointments.</p>
<p>Suggestions – It would be nice to be able to go back to prebooking appointments. As I work I understand why it was stopped, but it was more convenient that day for those who work and wanting to see own Doctor.</p>
<p>Q9 – When you get to see them. Q12 – Office staff/Receptionists are uncooperative. When calling you feel like you are imposing on their time. Suggestions – Provide for advance booking system. It is demeaning and wasteful to do the telephone lottery every time you need an appointment. In the past 3 years I have only been able to book my usual Doctor once. Different Doctors each time gives no confidence whatsoever. Make the clinic <u>PERSONAL</u>.</p>
<p>Suggestions – Access has always worked well for me and my family. Always got an appointment and always with very good Doctors. No concerns.</p> <p>Response from Central Surgery: <i>Thank you for your positive feedback</i></p>
<p>Suggestions – The word <u>contracted</u> is the key word above. The Government has woke up to the fact</p>

<p>that a week day daytime only service is not enough to provide the population with its needs. Local GPs will sooner or later revert back to provide a 7 day long service. This will mean more staff and new contracts, but hospital A&E are being used as a catch all 24/7 and they are not made for this. The age profile of the population is just one of the issues. Another is the younger generation tolerance to pain and life expectancy, maybe they are not wrong. As a heart attack patient I feel that the service I am offered is a step higher than that of the general public by our local Surgery. Sometimes we have to push to get past Reception systems which I understand.</p> <p>Response from Central Surgery: <i>Your observations are absolutely correct.</i></p>
<p>Q12 - Because they did not have an appointment available on it. Suggestions – More appointments available to working people. Advanced booking for working patients. Advanced booking should be allowed however if a person misses more than two this is then withdrawn for the person concerned.</p>
<p>Q3 – Not a regular contactor of. Q11 – Beats trying for days to get a Doctors appointment when you need to be seen. Q12 – Didn't know this option was available until I needed to be seen. Q13 – Unaware of this service. Q15 – Unaware you had a website. Q16 – Unaware you produced a newsletter. Suggestions – Accessibility needed to be improved from all accounts. Perhaps some of the measures you have introduced will help, but people need to know about them first. Catch 22 – when people do know you may have to think of something else. Education of patients on their conditions and self management information is important.</p> <p>Response from Central Surgery: <i>Self management is indeed important. Where people can self manage certain conditions this will reduce demand and improve access.</i></p>
<p>Q9 – Very good with children. Poor with adults. Q13 – Was unaware of it. Suggestions – Rapid Access has improved the system, but sometimes you can feel rushed with a Doctor as they are eager to get on. On occasions Doctors can seem disinterested and you feel as though your symptoms haven't been addressed and on other occasions they will take the time and sit and discuss issues. If on the "rushed occasions" this is due to manpower/work load then perhaps this needs addressing. Advertise/publicise the online booking system more. Always see notices on how many people "do not" turn up for appointments. If same person does this more than once can't you suspend them or something? Text message to remind people of appointments.</p> <p>Response from Central Surgery: <i>If a patient misses three appointments they are removed from our practice list.</i></p>
<p>Suggestions – Very difficult to get an appointment at 8 am on the phone. Most times trying from 8 am only to be told at 8.20 am there are no times left! To be able to book the day before would be helpful. We have no computer!! Therefore, no online booking. Happy with things, but more Doctors would help.</p>
<p>Suggestions – Booking appointments in advance. Increasing chance of being able to see own GP. Being a shift worker – not available to ring at 8 am.</p>
<p>Q13 – Did not know. Q16 – Have not received one. Suggestions – Be able to make appointments in advance as I work full time and have two young children.</p>
<p>Q17 – Haven't used, but intend to do.</p>

<p>Suggestions – Parking, or lack of in King Street creates problems for patients who have to use their cars. Also, very awkward for emergency vehicles.</p> <p>Screens mounted on the walls to announce, and call in the next patient as busy surgeries are noisy.</p>
<p>Suggestions – I have noticed a great improvement at the Surgery since registering here a few years ago. The Reception staff especially have transformed and I now find them extremely helpful and friendly. The only thing I would say is that before completing this questionnaire I wasn't aware of the online booking, or appointments, Rapid Access Clinic or that ordering prescriptions have changed.</p> <p>Is it not possible to collect email addresses to keep those who want to be informed of changes up to date?</p>
<p>Q8 – This has also been an issue.</p> <p>Q9 – Very good once got to see one.</p> <p>Q11 – Did not know about it.</p> <p>Q13 – Did not know about it.</p> <p>Q16 – Do not receive it.</p> <p>Suggestions – I have never been offered an appointment after work. I feel that opening hours do not enable access to people who work. Also, does not appreciate alternative working patterns of patients. Having to see a different GP each time does not give consistency of care and means patients are required to spend more time explaining things taking up valuable appointment time. Locum Doctors do not always appear interested in listening and I have experienced being told I could only discuss one ailment at each appointment. If had another would need to make another appointment. This is not acceptable. One of my family are regular attenders at the Surgery and are hesitant to access after suffering unnecessarily. This is due to accessibility being an issue.</p> <p>I do not appreciate Receptionists giving test results in an open area for all to hear at the reception desk.</p> <p>When needing follow up appointments these should be able to be booked in advance if identified as needed by their GP. In my family there are two patients who have not been able to do this due to the current appointment system. Also, the GP has not contacted either to ascertain when no follow up made. Receptionists are playing "God" with people lives.</p>
<p>Q12 – Don't know anything about it. Its function needs advertising to all patients.</p> <p>Suggestions – I don't think accessibility can be improved between these hours, but what can be improved. Access to Doctors outside these hours for working people, ie between 6 am and 8.30 am and 6.30 pm and 9 pm. That would be a better <u>service</u> to offer to patients.</p> <p>Didn't know the Surgery had a website or did online bookings for appointments or repeat prescriptions. I would use it if I knew it existed. It needs advertising to all patients to make them aware. I didn't know you did a quarterly newsletter either. These all need publicising.</p>
<p>Suggestions – It would be more convenient if appointments could be booked 24 hours ahead and with a GP of your choice.</p> <p>I feel the Surgery should have a Nurse Prescriber. (Had an issue a few years ago with a GP. Thought there was a Nurse Prescriber employed, did not realise she has left the Practice).</p> <p>There should be more privacy when speaking to the Receptionist (such as in banks where people are not stood immediately behind you).</p> <p>Response from Central Surgery:</p> <ul style="list-style-type: none"> • <i>We are currently training another nurse prescriber.</i> • <i>The issue of privacy is important. We had previously attempted to keep the queue away from the person at the desk to enable them to have more privacy. Unfortunately most people ignored our requests to stand back.</i>
<p>Suggestions – On some occasions it would be useful to be able to book an appointment a day or two in advance, but overall I feel the accessibility to Doctors is generally good.</p> <p>Overall, I am happy with this service provided by Central Surgery. Whilst there have been times when I could not get an appointment, I was offered the opportunity to speak with a Nurse about my concerns, and if necessary I feel confident I would have been able to see a Doctor.</p>
<p>Suggestions – Opening Saturday mornings. Opening until 8 pm. Improvement in telephone bookings. Return to a system when Doctors are available out of hours.</p> <p>It would be nice if it was easy to contact people on Friday afternoons. It would be nice if changes</p>

were better publicised. Only if you happen to visit or see the windows of the Central Surgery do you find out about changes. Sometimes you only hear about them by word of mouth. It would be better to be able to book appointments several days ahead.

Response from Central Surgery:

We do now have a minimum of three doctors working on a Friday afternoon.

Suggestions – More appointments available outside normal working hours. Many patients who are at work during the day cannot leave work for a Doctors appointment without losing wages. When going to see your own/preferred Doctor with an ongoing condition which involves a return visit for results/information/advice, etc about that condition it should be made much easier to be able to see that same Doctor.

Suggestions – Could the total contracted hours be divided between 11 ½ day sessions – to include Saturday morning? Any concerns about the Practice centre around access and admin. Patient/Doctor relationship is fine.

Suggestions – Find them not good due to working shifts and not being able to book in advance. Saturday mornings would be ideal for workers if you made it working people only appointments.

Suggestions – Fine patients for NOT turning up.

Response from Central Surgery:

We are not permitted to do this.